VOLUME VII, NUMBER 10 May 1991

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

Another New Cable Car

Crews at the Woods Carpentry Shop have been busy over the past year giving new life to an old Powell cable car, which would have been dead and buried were it not for these excellent craftsmen.

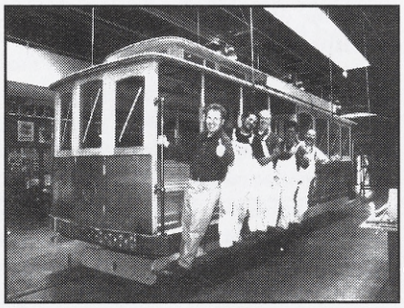

Photo: Carmen Magana

Woods carpenters and a new Cable Car 13.

Cable Car 13, originally built in 1891 by the Carter Brothers Company, was refurbished along with most of the rest of the fleet during the Cable Car System Rehabilitation Program in the early eighties. Then in May 1988 on a routine trip down the Hyde Street hill, an operator "lost the rope" and Cable Car 13 suffered major damage when it crashed into a truck.

Thanks to the efforts of the carpentry shop, however, Cable Car 13 has been rebuilt from top to bottom (with the exception of its roof, which remained intact) and the car will be ready to roll again soon.

Continued on pg. 8

Potrero Renovation is a Challenge to All

"The place looks like a trailer park," quips John Katz, the Muni Strategic Planning department planner in charge of the Potrero Division's renovation. "There are seven trailers on the property and we're using them for everything you can think of, from washrooms to offices to storage space."

Photo: Kurt Wong

Construction crews hard at work on the Potrero reconstruction.

The complex renovation of Potrero Division, a 16-month project begun in December 1990, is scheduled to be completed in the spring of 1992. In effect, the entire division is being reconstructed from top to bottom. One would think that with an enterprise of such major proportions, daily operations would have to be moved to another location, but Muni operators and maintenance personnel are working side by side with construction crews, making this a very unusual and challenging project. And that's where the trailers come in.

According to Katz, "It's extremely difficult to continue regular fleet pull-out and maintenance operations while coordinating construction activities." In fact, Katz says that this project — combining major maintenance-yard construction work with the delivery of daily service — is a first at Muni. Muni workers have to endure being moved back and forth from location to location as different phases of the construction are begun or completed, as well as being subjected to water, dust, construction debris and noise, all the while making sure that runs are met and vehicles are maintained. The good news is that the project is on schedule.

The prime contractor, locally headquartered Barnes Construction, is overseeing the activities of 17 different subcontractors. The building itself is being structurally reinforced for earthquake proofing and

Continued on pg. 8

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Management Message

May is Health Plan Sign-up Month

Don't forget that this month is the time to sign up for a health plan or, if you wish, to change the plan you are currently under. This year, the City has not added new plans to its list of health services. City Health Plan, both standard and preferred provider, will be offered, along with Kaiser Foundation Health Plan, Bridgeway, Bay Pacific, Heals, and Foundation Health Plan. Dental plans from Colonial Life, Safeguard and Denticare will also be offered. Disability coverage will also be the same this year. However, this is the first year that "domestic partners" will be covered under the Health Service System. Those wishing to participate as domestic partners must enroll during the month of May.

The rates for your plan may have changed this year. The Board of Supervisors has approved rate increases for some, if not all, of the services. When you receive your Comparison of Health Plans brochure this month, please look it over carefully and determine which plan works best for you. None of us likes being faced with higher prices for anything, including health services, but confronting unforeseen illnesses or accidents can be worse. We cannot afford to go without medical insurance.

Good health is the greatest gift, but if we don't have it, good insurance may be the next best thing.

Johnny Stein
General Manager

Editor's Box

Dear reader,

Please remember that the "Unsung Hero" column is intended for those people throughout the Railway, no matter what their rank or classification, who have done good work, but may have been overlooked for more public recognition. Although we recently did a series on Division Managers, followed by Maintenance Superintendents, this in no way means that the "Unsung Hero" column is intended for supervisory personnel only. If you know of someone you think deserves to be profiled in the "Unsung Hero" column, please let us know. There are many "invisible" workers who need to be recognized. If you send or call in a name, please give us the person's position, why he or she should be "Unsung Hero," and the name of the person's immediate supervisor.

Sincerely,

Anne Milner
Editor

Job File

5228 Assistant Traffic Engineer, Department of Parking and Traffic, $46,332 annual maximum, apply by May 3, 1991; **5229 Associate Traffic Engineer,** Department of Parking and Traffic, $54,990 annual maximum, apply by May 3, 1991; **5230 Traffic Engineer,** Department of Parking and Traffic, $63,674 annual maximum, apply by May 3, 1991. For information on the above three positions, call 554-4880. **6120 Environmental Health Inspector,** Department of Public Health and Bureau of Environmental Health, $45,890-$55,770 annually, apply immediately. Applications accepted until there is a sufficient number of qualified applicants. For information, call 821-8084. **2322 Head Nurse,** SF General, $50,830-$65,468 annually, apply immediately. Applicants accepted until there is a sufficient number of

qualified applicants. For information, call 821-8084. **1464 Medical Clerk Stenographer,** Department of Public Health, $29,820-$36,088 annually. For information, call 821-8084. For information on these and other City positions, call the Civil Service Hotline at 557-4888. For PUC positions, call the PUC Hotline at 554-1669.

Employee Notice

Gift of Time Reminder
To donate sick or vacation credits to catastrophically ill fellow workers, you must (1) not be catastrophically ill yourself, (2) be eligible to accumulate and use sick leave and vacation credits, (3) retain a minimum of 64 hours of sick leave for your personal use, (4) donate a maximum, in 8 hour increments, of 80 hours (two weeks) during any single pay period, or 480 hours (12 weeks) during any calendar year.
To be a recipient of another employee's sick or vacation credits, (1) you must have sustained a life-threatening illness or injury, (2) this illness or injury must prevent you from returning to work for at least 30 days, (3) you must have previously exhausted all of your available paid sick, vacation, compensatory and in-lieu time. Please participate in the Gift of Time program to help your fellow employees. For more specific application procedures, contact Muni Payroll, Room 112, 949 Presidio Avenue.

Congrats:

The Division Operators of the Month for April were:

Cable Car:	Steve D. Sickles
Flynn:	Frederick Ward
Green:	Thomas L. Brown
Kirkland:	Stanley B. Lee
Potrero:	Lorenzo P. Meraz
Presidio:	Willie L. Henderson
Woods:	Roger J. Dick

Unsung Hero

Dennis Nygaard

Schedule Development Manager, Schedules Department

BACKGROUND: Dennis was born and grew up in Brainerd, Minnesota, where he attended public elementary and high schools. He graduated from Minnesota State University with a B.A. in Marketing and Advertising and then went to work as a marketing field representative in Boston and Cincinnati for Richards-Merrill, a pharmaceutical manufacturer. During that time, he traveled to San Francisco and fell in love with it, making a promise to himself that one day he would return. He did in 1970, has been here ever since, and says he has never regretted it. When he first came to SF, he worked at Macy's and then at Cost Plus Imports as Store Manager for five years. He left Cost Plus, traveled in Europe for four months, and when he returned, took the Civil Service exam for Station Operations Supervisor. He came to work for Muni in 1979. The subway wasn't open yet and he and three other newly hired supervisors set up the Station Operations rules and procedures and wrote the original operational manuals. In 1982, Dennis became a transit supervisor for Metro Street Operations, where he stayed until 1987. In 1984, he became a Transit Manager I and in 1987 moved to the position he now holds in Schedules.

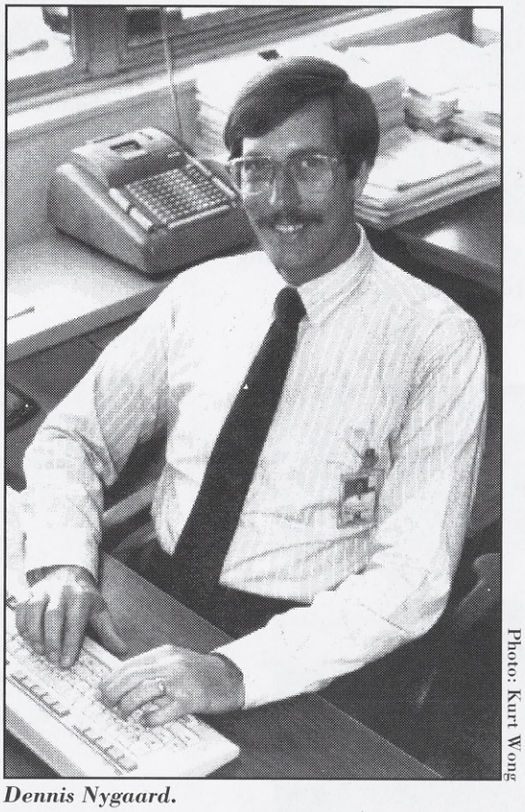

Photo: Kurt Wong

Dennis Nygaard.

FAMILY: Dennis has been married to his wife, Dianne, for 23 years. They have no children. Dianne, you may recall, used to be Director of Safety and Training. She and another former Muni employee, Bonnie Weinstein Nelson, now have their own company, Nelson-Nygaard Transportation Consulting.
WHY MY JOB IS IMPORTANT: Working in Schedules has a tremendous long-range impact on operators, the public and the City budget, unlike street supervision where I was before, which is a daily, immediate challenge.
WHY I LIKE WHAT I DO: I work with a very talented group of individuals who work hard to make Muni the best.
SOMETHING NOT MANY PEOPLE KNOW ABOUT ME: I'm the world's biggest Barbra Streisand and Peter, Paul and Mary fan. I guess that dates me!
OUTSIDE INTERESTS: Old cars, sailing on the Bay, listening to jazz. I'm currently restoring a 1957 T-Bird.

Awards

April Systemwide Operator of the Month

Name:	Akiyoshi Inouye
Division:	Woods
Years with Muni:	26
Background:	
Birthplace:	San Jose, Calif.
Education:	High School in Japan, graduated from Galileo High School night school
Previous Employment:	U.S. Army for six years
Marital Status:	His wife's name is Nobuko
Children:	Carol, 26, and Katherine, 24
Hobbies & Interests:	He enjoys gardening and woodworking
Words of Wisdom:	"Patience. Have feeling for other people."

Photo: Gretchen Hildner

Muni Operator of the Month Akiyoshi Inouye of Woods Division.

Photo: Carmen Magana

Engineering and Administration Worker of the Quarter Barry Lemke.

Engineering and Administration Worker of the Winter 1991 Quarter

Name:	Barry Lemke
Position:	Electronics Maintenance Technician
Division:	Fleet Engineering
Years with Muni:	10
Background:	
Birthplace:	Honolulu, Hawaii
Education:	U.S. Navy fire control electronics, courses in electronic design and extensive self-instruction
Previous Employment:	U.S. Navy
Marital Status:	Single
Hobbies & Interests:	Two cats and a 100-lb. Alaskan Malemute puppy, outdoor sports, going to his weekend retreat in the mountains
Words of Wisdom:	"Working for a public transit organization provides a unique opportunity to use your skills to benefit the public. In the electronics industry, it is rare to find a profession as peaceful as the transportation industry."

Awards

April Maintenance Worker of the Month

Name:	Richard Lee
Division:	Presidio
Position:	Electrical Transit Mechanic
Years with Muni:	19
Background:	
Birthplace:	China
Education:	City College of SF
Previous Employment:	Aircraft mechanic in the U.S. Navy
Marital Status:	He and his wife, Estella, were married in 1972.
Children:	Ernest, 14; Derrick, 12; and Kimberly, 6.
Hobbies and Interests:	Woodworking, working on his own car and traveling to other countries. In 1988, he visited China for 40 days.
Words of Wisdom:	"Don't give up until you solve the problem."

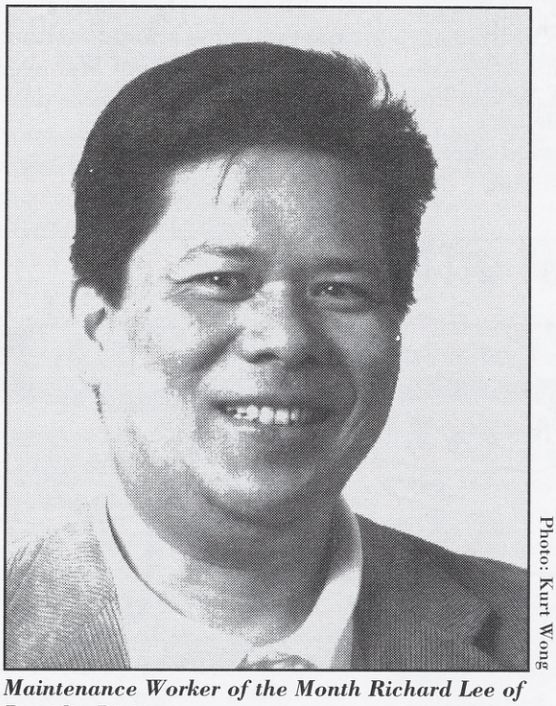

Photo: Kurt Wong

Maintenance Worker of the Month Richard Lee of Presidio Division.

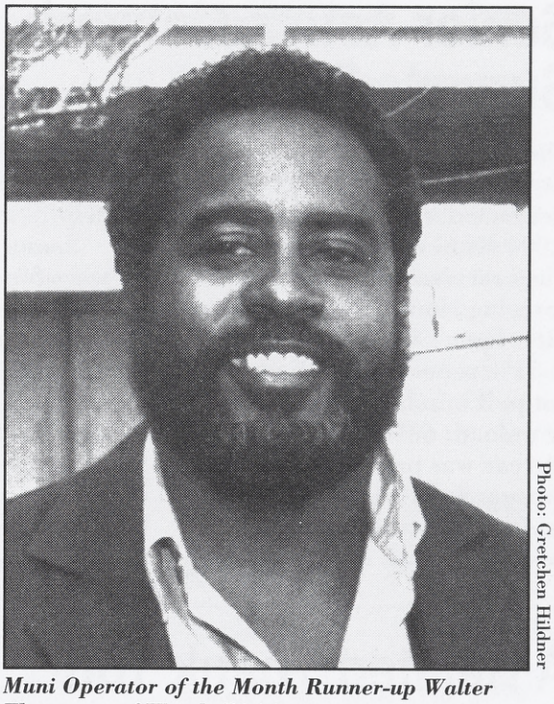

Photo: Gretchen Hildner

Muni Operator of the Month Runner-up Walter Thompson of Woods Division.

April Systemwide Operator of the Month Runner-up

Name:	Walter Thompson
Division:	Woods
Years with Muni:	20
Background:	
Birthplace:	San Francisco
Education:	Polytechnic High School
Previous Employment:	Post Office worker and school custodian
Marital Status:	Single
Children:	Three adult sons
Hobbies & Interests:	Fishing, bowling, and repairing his own car
Words of Wisdom:	"Good things come to those who wait, no matter how long they wait. Keep the faith."

News

Senior Action Network Surveys Riders

The Senior Action Network, a citywide senior citizen group, conducted a survey of over 3,000 Muni riders recently. They received over 500 replies covering almost all lines in the City. Here's what they found:

71% reported that buses did not pull into bus zones to load or unload; 68% said at least one car was parked in a bus zone during their ride; 34% said the operator usually lowered the bus if the bus had the kneeling feature; 57% found the operator to be helpful and courteous.

Seniors suggest the following ways for Muni operators to make a good system even better: pull into the zone whenever possible; lower the bus at all times for seniors; be gentle with the brakes; encourage passengers to give front seats to seniors; wait for seniors to be seated before moving, whenever possible.

A Belated Thank You!

During the 1990 Holiday Season, cable car crews, in response to the appeal for food for the homeless, donated food in excess of 1,000 pounds. Large bins in the Gilley Room of the Cable Car Barn were stuffed to overflowing with food. In fact, crews donated so much money for food that the division union representative, Chuck Flintroy, had to spend the better part of a day grocery shopping.

Thanks to the cable car crews for spreading good cheer to needy San Franciscans.

Will a New Champion Be Crowned?

Yes, folks, it's almost that time. The 28th Annual Cable Car Bell-Ringing Contest is scheduled for the month of June.

The preliminary competition will be held on Wednesday, June 12th, at 5:00 p.m. at the Cable Car Barn at Washington and Mason. The finals will be held a week later on Wednesday, June 19th, at noon in Union Square.

You'll recall that last year Al Quintana out-rang Carl Payne for the third time. Who'll be the winner this year? Quintana or Payne? Or will a "dark horse" take first prize?

All those interested in participating should contact Cable Car Division Manager Walter Ware as soon as possible.

Munitoon

I can't wait for this drought to be over.
Remember garden sprinklers? And endless flower gardens?
Remember long showers?
Sigh.
And singing in a full tub?
I even remember WASHED buses!

News

Riders Speak

Dear friends,

Was in your city in February of this year. Fourth time in five years. Our 44th anniversary, my wife and I.

My intent to write to you and say beyond the shadow of a doubt, SF has the finest public transportation in the whole universe. I was stationed in SF in WWII for a bit. Can never get enough of the place. We do love it! Hope to come back again!

Congratulations on good work. Never rode a cab one time in eight days — got everywhere we cared to go! Stayed on 700 block of Sutter. Keep up the good work.

Wes Cranston

TO: Peter Straus,
Muni Transportation

FROM: A Rider of the "16 X"

I wanted to write this note sometime ago, but I didn't know precisely to whom — then Gail Bloom [of PUC Finance] told me you are the proper person. I've been a daily rider of the "Sixteen Express" for five solid years...through good and bad times.

Now, this is to congratulate all the planners who changed the "73" and "16" to "16A" and "16B". It's the best thing that happened since sunshine was invented. Everyone I talk to is very pleased about the change. I hope you have heard the message. Muni did something real right!

To Whom it May Concern:

On March 23rd, approx. 2:30 p.m. I was walking from my relatives' home on Buckingham Way in SF. It was raining extremely hard and I was under an umbrella carrying a baby and diaper bag.

Your #17 bus was heading east on Buckingham. Your driver was kind enough to slow down and gesture to me if I was in need of the bus and was going to pick me up instead of me walking all the way to the Petrini bus stop.

I was heading towards my own car a little way up the street and did not need the bus service, but I was very impressed with the "extra mile" your driver took. My mother-in-law who uses your bus service daily said that #17 was a local bus and they were constantly doing "extra" for their passengers and she was not surprised at my story. Thank you.

Beverly Fontana

And The Winners Are...

The three operators who received the highest number of commendations for the month of February are C. O'Leary from Flynn, N. Padilla from Kirkland and W. Henderson from Presidio. Padilla and O'Leary each received six, and Henderson received a whopping 43!

Muni Provides a Better Ride...

The projected yearly complaint rate, based on the first two quarters of Fiscal Year 1990/91, show that Muni received just one complaint per 34,187 boardings, or a rate of 2.8 complaints per 100,000. By comparison, Delta Airlines received five complaints per 100,000 boardings.

Way to go, Muni!

The New Look of the Muni Operator

Times change and with them styles of clothes, and Muni's transit operator uniforms are no exception. So, as agreed to by Muni management and TWU Local 250-A, out with the old and in with the new.

Gone are the old-style caps and vests, to be replaced by new-style berets and sweaters. New jackets for men and blazers for women have been introduced, as well as new unisex shirts with a choice of either long or short sleeves. The pants are different, too, and now women operators also have a choice of wearing either pants or culottes. In addition, a bow tie has been added to the women's uniform.

The colors of tan and brown remain the same, but then you can't have everything.

Caleb V. Smith & Sons, Inc. of San Francisco will once again supply operators with the new duds, under a new contract. Expect to see the new look in about six weeks. We'll feature a photo once the uniforms are out.

Renovation *Cont. from pg.1*

leak prevention; the upper-deck is being rewired and repaired so that trolley coaches can be parked there, as well as in the lower yard; the entire division is being revamped to handle 60-foot articulated trolley coaches, as well as the standard 40-footers; a more efficient circulation pattern for pull-out and maintenance purposes has been developed; asbestos is being removed from the entire facility; increased security is planned, including new 10-foot-high peripheral fencing and electronically controlled gates for access limitation; brand-new maintenance offices will be constructed; and a general refurbishing of Transportation offices will take place.

The Potrero reconstruction will be in four phases, with numerous stages. Crews have just completed Stage I of Phase I, which means that Street Transportation's revamped offices are complete, there is a new locker room for operators and a new brake room for Maintenance, and that 75% of the structural work on the building has been done. Stage II will involve the completion of the upstairs Transportation offices, a new tire and body shop, and a new maintenance yard. The upper deck will be ready for circulation and parking by this July, enabling work on the lower yard to take place.

Kudos to the Utilities Engineering Bureau's Project Manager, Kam Shadan; Project Architect Stan Kresicki; Resident Engineer Dennis Herrera; Inspector Scott Ritchie; Planner John Katz; and all the construction crews and Muni personnel who are working hard to make this project run smoothly, despite the hardships it is posing.

New CC *Cont. from pg.1*

It is now being painted by Muni's Paint Shop, under the direction of Carole Gilbert, in the United Railroads' post-1906-earthquake colors of dark green, with maroon and white trim.

A special ceremony will be held within the next few weeks, rededicating Cable Car 13 and welcoming it back to the fold. Thanks to all the crews who breathed new life into Cable Car 13. May it live for another 100 years!

It's Coming...

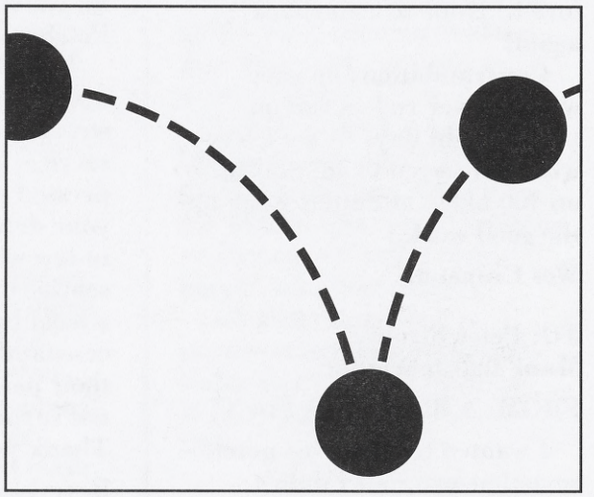

Photo: Kurt Wong

Transportation Department managers with Muni's newest operators.

Credits

The Muni Memo is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

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